

Dignity and Respect Charter

For tenants and applicants



At SGCH we recognise and value the importance of demonstrating dignity and respect to workers, tenants, applicants and stakeholders in our day to day service delivery. Our organisational values set the standard for our behaviour and service delivery. We deliver our services with innovation, support, accountability, respect and integrity.

SGCH staff and contractors must abide by our *Code of Conduct and Ethics* to ensure staff maintain professional behaviour at all times and comply with legislative and regulatory standards. The Dignity and Respect Charter will be reviewed on an annual basis.

Our SGCH workers are expected to:

- work within our Customer Service Standards
- provide you with prompt, friendly, courteous and efficient customer service
- ensure that the information we provide you is accurate, reliable and easy to understand
- respect your privacy and ensure that access to your personal information is properly managed
- aim to understand you and do our best to help you understand what we are saying and the reason for our decisions
- listen carefully to you so we can address your requests in the most appropriate way
- take ownership of your request if it is an SGCH issue, and if the matter you raise cannot be dealt with by SGCH, refer you to the appropriate agency or contact
- always act with honesty and integrity
- correct any mistakes openly, honestly and quickly
- continuously improve our service to you.

Tenants and applicants are expected to:

- abide by the Dignity and Respect Charter
- treat SGCH workers and contractors with courtesy, dignity and respect at all times
- not harass, threaten, bully or defame SGCH staff, contractors or other tenants (in person, in writing or on social media (eg Facebook, twitter, youtube etc))
- not verbally threaten (eg threat to person, colleagues or acquaintance, property or organisation) SGCH workers, contractors and other tenants or property
- not discriminate against SGCH workers, contractors and other tenants based on gender, age, race,

religion, disability (or grounds as defined in the Anti-Discrimination Act 1977)

- provide honest, accurate and relevant information in all dealings with SGCH workers and contractors and work with us to solve problems
- Respect the privacy and rights of other tenants
- provide us with honest and respectful feedback about our services and let us know what we can do better

What action SGCH will take where tenants and applicants do not abide by this Charter:

- terminate the conversation, meeting or home visit with tenant or applicant and refer the matter to the Team Leader or Manager
- Issue a verbal warning of the tenant or applicants, and/or
- issue a written warning to tenants or applicants
- if there are further complaints accompanied with sufficient documentation from SGCH staff, tenants or contractors involved, SGCH will apply to the NSW Civil and Administrative Tribunal (NCAT) for a 'Specific Performance Order'(SPO). Where a documented breach of SPO occurs SGCH may apply to the NCAT to terminate the tenancy
- In the event of serious threats, intimidation or harassment on a persistent and continuous basis towards an SGCH worker or contractor, SGCH may issue an immediate Notice of Termination under Section 92 of the Residential Tenancy Act 2010
- In the event of serious threats, intimidation or harassment on a persistent and continuous basis towards a neighbour, SGCH may take legal action through the NCAT.



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